

Chapter 5 : OhioKAN Service Delivery

Time for Support Plan Completion

Navigators should schedule 45-60 minutes to create a Support Plan. Depending on the number and type of needs, the actual conversation with the family takes 15-30 minutes and can be done over the phone, via virtual meeting, or in-person. The remaining time is used to prepare before the meeting, finalize the Support Plan, send follow up communication to the family, and complete documentation or other action items. The Support Plan is co-developed with the caregiver or parent and may require providing additional referrals.